

Comments and Recommendations

Family Contact

Based on the file review it is determined that during the majority of Agency contact, the Branch did not meet standards for contact with these families.

- Between April 2000, after Phoenix's birth, and October 2000 when the case was transferred to a new Social Worker in Family Services, contact was appropriate and assessment and intervention were thorough and appropriate. From October 2000 to the last contact with this family actual service was almost non-existent.
- There was no recorded contact between October 2000 and February 2001 even though the service Agreement signed on September 5, 2000 states "meeting with the worker on a regular basis".
- There was no direct contact between February 9, 2001 and July 4, 2001 even though the worker stated in a February 9, 2001 meeting "it is necessary to meet as they are an open file and we need to monitor and assess their family situation". The Social Worker clearly stated that the plan would continue to include "drop by visits until we are confident that the risk levels have been minimized and we feel the family has adequate supports to parent."
- Baby [REDACTED] was born on April 29, 2001, was discharged from hospital and went home with parents without Agency assessment and in fact no follow up was made to the home to see how the parents were coping.
- In a meeting with Steven on July 6, 2001 (or July 5, both dates are mentioned) following an After Hours report, the worker committed to meeting with Steven on a weekly basis.
- There appears to be no direct contact between July 6, 2001 and March 27, 2002 (date of closing) although two attempts were made. In response to [REDACTED]'s death on July 15, 2001 the only family contact listed is by telephone.
- On February 26, 2003 the Agency received a referral from Children's Hospital that Phoenix was brought to the hospital by her 'Godfather' as she had a foreign object stuck in her nose, which had become infected. The object had been there since November (3 months). The hospital did not get the name or address of the person who brought Phoenix to the hospital. The worker did attend Steven's home on February 28 to discuss the issue although Steven said he had no knowledge of it. In the letter from the Hospital the Godfather mentioned that they (he and Kim) had noticed that something was stuck in Phoenix's nose and had advised Steven to get it checked out, he did not and they sought medical attention as soon as Phoenix was placed in their care. Steven refused to give the worker the name of the person caring for Phoenix so no further follow-up was done. Allowing a child to have a foreign object embedded in her nose for three months without medical attention is clearly neglectful and a thorough investigation of Phoenix's living situation should have been conducted at that time, with or without Steven's consent. It must be noted that the Intake worker did make numerous attempts to connect with Steven during March, April and May 2003 but was not successful in finding him home.
- Upon transfer from Intake to Family Services on June 27, 2003 (Phoenix had been apprehended on June 22) the file was categorized as 'high risk'. The closing summary written on October 2, 2003 does not articulate any direct contact with Steven although it states that